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Daily Fact Sheet

Day 16

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*Austin
Joint
Field
Office*

DR-4332-TX Sept. 9, 2017

Navigating the Road to Recovery: Help for Texans

- **Renters who sustained losses from Harvey may be eligible for disaster assistance from FEMA and the U.S. Small Business Administration (SBA).** FEMA grants may help renters pay for uninsured disaster-related expenses, such as:
 - Renting a new place to live when their previous home was destroyed.
 - Repair or replacement of uninsured vehicles damaged by Harvey.
 - Repair or replacement of necessary personal property—like appliances, furniture, textbooks and computers used by students, and tools used by the self-employed. (Renters may also qualify for a low-interest loan of up to \$40,000 from the SBA to repair or replace personal property.)
- **Help us help you.** Once you register with FEMA, update any changes to your contact or banking information online at [DisasterAssistance.gov](#). Survivors may also call FEMA at **800-621-3362** (voice, 711 or VRS) or **800-462-7585** (TTY). Due to high demand, lines may be busy. Please be patient, and try calling in the morning or evening when call volume may be lower.
- **If you need help cleaning up your flood-damaged home, call (844) 965-1386 before Sept. 15, 2017.** In support of Texas 2-1-1, the Cleanup Assistance Helpline is helping connect Texas survivors with the services they need in their community.
- **FEMA aims to hire hundreds of Texans for a variety of temporary jobs across the state.** Those selected will join the team—made up of state and federal workers, voluntary agencies and community leaders—already in place to help the state recover from Hurricane Harvey. To view job postings, go to [WorkinTexas.com](#).

Approved FEMA Program/Issue Fact Sheets Available:

- Disaster Legal Assistance: [fema.gov/media-library/assets/documents/24413](#)
- Disaster Recovery Center: [fema.gov/media-library/assets/documents/133708](#)
- Disaster Survivor Assistance: [fema.gov/media-library/assets/documents/117811](#)
- Disaster Unemployment Assistance: [fema.gov/media-library/assets/documents/24418](#)
- Individual Assistance: [fema.gov/media-library/assets/documents/133744](#)
- Individuals and Households Program: [fema.gov/media-library/assets/documents/24945](#)
- Mitigation: [fema.gov/media-library/assets/documents/12291](#)
- Mosquitoes: [dshs.texas.gov/preparedness/factsheet_mosquitoes.shtm](#)
- National Flood Insurance Program: [fema.gov/media-library/assets/documents/106144](#)
- Transitional Sheltering Assistance: [fema.gov/transitional-shelter-assistance](#)

Total number of FEMA staff: **5,483 (+5 from previous day)**

Individual Assistance (IA)

Disaster assistance for homeowners and renters may include grants to help pay for temporary housing, essential home repairs, personal property replacement and other serious disaster-related needs not covered by insurance or other sources.

- Total registrations: **675,035 (+14,816 from previous day)**
- Total Individual Assistance (IA) applications approved: **210,097 (+5,895 from previous day)**
- Individuals & Households Program (IHP) grants approved: Nearly **\$239.3 million (+\$23.3 million from previous day)**
 - Housing Assistance: nearly **\$126.7 million (+\$18.7 million from previous day)**
 - Other Needs Assistance: more than **\$112.6 million (+\$4.6 million from previous day)**
- FEMA Inspectors In The Field: **1,632 (+103 from previous day)**
- FEMA Inspections Completed: **65,546 (+9,156 from previous day)**
- Total DRC visits: **5,801 (+1,364 from previous day)**
- Total TSA rooms occupied: **23,241 (+4,786 from previous day)**
- Total TSA applicants checked in: **21,435 (-5,166 from previous day)**
- Total hotels utilized: **2,013 (+539 from previous day)**

Individuals and families in **Austin, Aransas, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton Counties** are eligible to apply for federal disaster assistance through IHP.

- Registering with any other agency **does not** register a survivor with FEMA.

Understanding Eligibility

Texans who applied for disaster assistance after Hurricane Harvey should read their letters from FEMA carefully. Sometimes you may need to provide additional information to be eligible for assistance.

Common examples of missing information include proof of ownership of the damaged home or an insurance settlement letter. Please submit missing documentation to FEMA online, by mail or by visiting a Disaster Recovery Center.

Some of the reasons applicants do not qualify for federal disaster assistance include:

- Damaged property was not the primary residence at the time of the disaster
- Adequate insurance coverage
- Duplicate applications from the same household, where one applicant received assistance.

If you are not eligible for FEMA grants, you may still be eligible for other programs, such as state disaster unemployment assistance, free legal help or crisis counseling. Low-interest disaster loans from the U.S. Small Business Administration (SBA) are also available for businesses of all sizes, private nonprofit organizations, homeowners and renters to pay for repair or replacement costs not covered by insurance or other sources. Help may also be available from voluntary agencies.

FEMA disaster assistance never duplicates insurance benefits, but if insurance is not enough to cover all the eligible damage, the initial determination may change.

U.S. Small Business Administration (SBA)

SBA offers low-interest, long-term disaster loans to businesses of all sizes (including landlords), private non-profit organizations (such as churches and charities), homeowners, and renters to repair or replace uninsured/uncompensated disaster-damaged property. SBA disaster loans offer an affordable way for individuals and businesses to recover from declared disasters.

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As of **COB Sept. 7, 2017:**

- Total SBA loans received: **12,394 (+1,385 from previous day)**
- Total SBA loans approved: more than **\$63 million (+\$14 million from previous day)**
 - Homeowners: nearly **\$58.7 million (+\$12.4 million from previous day)**
 - Businesses: more than **\$4.5 million (+\$1.8 million from previous day)**

Apply online at disasterloan.sba.gov/ela or in person at a Disaster Recovery Center. A loan officer will determine your eligibility during processing, after reviewing any insurance or other recoveries.

- Businesses of any size may borrow up to \$2 million for physical damage.
- Private non-profit organizations may borrow up to \$2 million for economic injury.
- Businesses may apply for a maximum business loan (physical and/or economic injury) of \$2 million.
- Homeowners may borrow up to \$200,000 to repair/replace their disaster damaged primary residence.
- Homeowners and renters may borrow up to \$40,000 to repair/replace damaged personal property.

The SBA and the Texas Gulf Coast Small Business Development Center Network has opened a Business Recovery Center to provide a wide range of services to businesses affected by Hurricane Harvey.

Hours are **8 a.m. to 6 p.m. weekdays and 9 a.m. to 4 p.m. Saturdays and Sundays.**

The deadline to apply for property damage is **Oct. 24, 2017**. The deadline to apply for economic injury is **May 25, 2018**.

County	BRC Location
Aransas	Women's Club of Aransas County, 1104 Concho St. Rockport TX 78382
Harris	University of Houston Small Business Development Center Region Office, 2302 Fannin St., Suite 200 Houston TX 77002
Nueces	Port Aransas Community Center (next to the museum), 408 N. Alister St., Port Aransas TX 78373

Disaster Survivor Assistance (DSA)

Teams are in the field registering survivors and are trained to address immediate and emerging needs.

As of **COB Sept. 8, 2017:**

- DSA Deployed: **933 (+313 from previous day)**
- Home Visits: **8,916 (no change)**
- Total Survivor Interactions: **18,635 (no change)**
- Total Survivor Registrations: **7,920 (no change)**
- Total Whole Community Referrals: **2,101 (no change)**
- Total Shelter Visits: **102 (no change)**

Register

- The quickest way to apply is online at DisasterAssistance.gov. Survivors may also apply by phone at **800-621-3362** (voice, 711 or VRS) or **800-462-7585** (TTY). Due to high demand, lines may be busy. Please be patient, and try calling in the morning or evening when call volume may be lower.

Disaster Recovery Centers (DRC)

DRCs are one-stop shops for storm survivors seeking one-on-one help. Representatives from FEMA, SBA and various state agencies will be available to answer questions.

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To find the nearest DRC use: asd.fema.gov/inter/locator/home.htm.

Unless otherwise noted, all DRCs are open **7 a.m. to 7 p.m. daily**.

County	Location
Jackson	MDRC#1-Edna High School Stadium, 1303 W. Gayle St. Edna TX 77957— 9 a.m. to 6 p.m. daily— Branch: VI Division: P
Harris	DRC#1-George R. Brown Convention Center, 1001 Avenida de Las Americas, Houston TX 77010— Branch: Harris
Colorado	DRC#2-Colorado County Services Facility, 305 Radio Ln., Columbus TX 78934— Branch: II Division: A
Fayette	DRC#3-Randolph Recreation Center, 653 East Pearl St., La Grange TX 78945— Branch: VI Division: R
Calhoun	DRC#4-Calhoun County Library, 200 W. Mahan St., Port Lavaca TX 77979— Branch: VI Division: P
San Patricio	DRC#5-Bay Vista Shopping Center, 2334 Hwy 361, Ingleside TX 78362— Branch: III Division: N
Victoria	DRC#6-Pattie Dodson Public Health Center, 2805 N. Navarro, Victoria TX 77901— Branch: VI Division: P
Goliad	DRC#7-Goliad Memorial Auditorium, 925 S. State Hwy. 183, Goliad TX 77963— Branch: VI Division: P
Fort Bend	DRC#8-Fort Bend County Sienna Annex, 5855 Sienna Springs Way, Missouri City TX 77459— Branch: II Division: K
Montgomery	DRC#9-Friendship Center/Community Center, 31355 Friendship Drive, Magnolia TX 77355— Branch II Division: E
Fort Bend	DRC #10-Simonton Community Church, 9703 FM 1489 (Simonton Rd.), Simonton TX 77476— Branch: II Division: E

National Flood Insurance Program (NFIP)

As of **COB Sept. 8:**

- Total number of NFIP policies in force in 39 IA-designated counties in Texas: **525,000 (no change)**

- Total claims submitted for Harvey: **81,000 claims (+1,000 from previous day)**
- Total NFIP advance payments to policyholders in Texas: more than **\$101.9 million (+\$26 million from previous day)**

The NFIP has extended the grace period for payment of NFIP flood insurance policy renewal premiums to **120 days**. This applies to policies covering properties in Texas counties that are designated under the presidential disaster declaration and were set to renew July 24–Sept. 27, 2017.

The National Flood Insurance Program call center that supports NFIP policyholders may be reached at **800-621-3362 (Press 2)**. Representatives are available **5 a.m. to midnight** daily. [DisasterAssistance.gov](https://www.fema.gov/disaster/4332) has been updated with NFIP information (topline banner) [fema.gov/disaster/4332](https://www.fema.gov/disaster/4332) also has NFIP-related information on how to file a claim.

Inspections

Don't wait to start cleaning up and making repairs to your flood-damaged home. After homeowners and renters apply for federal disaster assistance, a FEMA inspector will contact them to make an appointment to view disaster damage. If unable to be present for the inspection, applicants can designate someone over 18 in their household to meet with the inspector.

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Homeowners may use FEMA housing assistance grants to repair or replace:

- Key systems—such as plumbing, electrical and heating
- Structural components—such as roofs, outside walls and foundations
- Windows, doors, floors, walls, ceiling, cabinetry
- Septic and well systems

FEMA advises applicants:

- **Save your receipts and document damage with photos.** The inspector is thoroughly trained and uses specialized software to verify disaster damage quickly. The inspection may only last 10 or 20 minutes. The inspector does not make decisions on eligibility. You will receive a letter from FEMA explaining your eligibility for assistance.
- **Both homeowners and renters must provide identification and proof of occupancy**—such as a lease, rent receipt or utility bill. Homeowners will also be asked to provide proof of ownership—such as a property deed or title, property insurance policy or tax receipts.
- **Ask to see photo IDs of inspectors.** Although there are other legitimate inspectors in the field—such as county building inspectors or insurance adjusters—beware of frauds. Your FEMA housing inspector will have your nine-digit case number assigned at registration. **Inspections are free.**

US Postal Service: Your mail is safe and sound

Many homes and businesses in Houston sustained flood damage as a result of Harvey, including a number of post offices. The U.S. Postal Service (USPS) apologizes to its customers for any inconvenience caused by the temporary closures. USPS assures Texans that their mail has been secured and safe. As water recedes in the impacted areas and conditions improve, the Postal Service will reopen those affected offices and restore mail delivery as quickly as possible.

Customers may visit the Postal Service website, download the smartphone app, or call (800) ASK-USPS (275-8777) to find more information or an alternate USPS location where they can retrieve their mail. The Post Office remains open at usps.com, anytime and anywhere.

Transitional Sheltering Assistance

FEMA may provide Transitional Sheltering Assistance (TSA) to eligible disaster survivors who are unable to return to their homes for an extended period of time and need shelter. TSA pays for eligible disaster survivors to stay in a hotel or motel for a short time.

To be eligible for TSA, individuals and households must:

- Applicants must first register with FEMA. Their eligibility will be automatically determined.

For those eligible, FEMA will authorize and fund TSA through direct payments to participating hotels/motels. The list of approved hotels is available at [DisasterAssistance.gov](https://www.disasterassistance.gov) or call the FEMA Helpline (800) 621-3362 (voice, 711/VRS-Video Relay Service) (TTY: (800) 462-7585).

The applicant is responsible for all other costs associated with lodging and amenities. Individuals and households not eligible will be referred to local agencies or voluntary organizations.

Locate a Shelter

If you and your family cannot live in your flooded home and need a place to stay, please [download the FEMA mobile app](#) and look under Disaster Resources for a list of nearby shelters. Or call **800-REDCROSS** (733- 2767). During a humanitarian crisis, the American Red Cross (ARC) provides food, comfort and shelter to those who need it—without regard to race, religion or citizenship status.

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Disaster Unemployment Assistance (DUA)

- [Disaster Unemployment Assistance](#) benefits are available to Texans whose jobs were affected by Hurricane Harvey. This may include people not normally eligible for unemployment benefits, such as self-employed persons and farm workers.
- Survivors are able to apply for unemployment benefits online at [twc.state.tx.us/jobseekers/disaster-unemployment-assistance](https://www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance).
- DUA deadline is **Sept. 27** for the following counties: **Aransas, Bee, Brazoria, Calhoun, Chambers, Fort Bend, Galveston, Goliad, Hardin, Jackson, Kleberg, Liberty, Matagorda, Nueces, Orange, Refugio, San Patricio, Tyler, Victoria and Wharton.**
- The deadline is **Sept. 29** for: **Colorado, Fayette, Hardin, Harris, Jasper, Jefferson, Montgomery, Newton, Orange, Sabine, San Jacinto and Waller.**

Crisis Counseling

Call the [@disasterdistressline](https://www.disasterdistressline.org) at (800) 985-5990 or text **TalkWithUs** to 66746 to talk to a professional who can help you cope with emotional distress from the storm.

Disaster Legal Services

If you need legal assistance, call the toll-free HOTLINE (800) 504-7030. Survivors can receive free counseling from the Young Lawyers Division of the American Bar Association on insurance claims, landlord-tenant issues, home-repair contracts, the replacement of legal documents destroyed by the storm and other legal matters.

Public Assistance (PA)

- The Public Assistance (PA) program reimburses state and local governments, federally recognized tribes and certain private nonprofit organizations in designated counties for eligible expenses incurred before, during and after Hurricane Harvey on a cost-share basis. This money helps pay for efforts to protect people and property, restore power, repair roads and clean up neighborhoods.
- PA grants cover Direct Federal Assistance and the following categories:
 - Category A - Debris Removal
 - Category B - Emergency Protective Measures
 - Category C - Roads and Bridges
 - Category D - Water Control Facilities
 - Category E - Buildings and Equipment
 - Category F - Utilities
 - Category G - Parks, Recreational and Other

For more information about PA grants and Direct Federal Assistance visit: [fema.gov/public-assistance-policy-and-guidance/public-assistance-guide](https://www.fema.gov/public-assistance-policy-and-guidance/public-assistance-guide).

- The presidential disaster declaration stemming from Hurricane Harvey makes FEMA PA grants for Categories A & B and Direct Federal Assistance available to eligible applicants in **27 counties: Austin, Bastrop, Bee, Colorado, DeWitt, Fayette, Goliad, Gonzales, Hardin, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Waller and Walker.**
- Applicants from the following **28 counties** may apply for reimbursement for expenses in Categories C- G: **Aransas, Brazoria, Calhoun, Chambers, Colorado, Fayette, Fort Bend, Galveston, Goliad, Hardin, Harris, Jackson, Jasper, Jefferson, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton.**
- Applicants from the following four counties may apply for Category B and Direct Federal Assistance: **Bexar, Dallas, Tarrant and Travis.**

- The federal cost share increased to **90 percent** reimbursement of eligible costs for debris removal (Cat A), including Direct Federal Assistance; and **100 percent** reimbursement for emergency protective measures (Cat B), including Direct Federal Assistance, for **30 days** from the start of the incident period (Aug. 23), and then a **90 percent** federal cost share afterward.

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